



The Power of Positivity in the Public Sector

Creating Lasting Impact Through Positive Work Environments

Presenter: Jamie Boyle

Jamie Boyle – Chief Positivity Officer

Town of Newmarket





“First and foremost, it’s about the collective health of the organization. If we are here to serve our residents in the town, we have to be taking care of ourselves as well.” – Jamie Boyle



Why a Positivity People Plan

Highlights of Having a Chief Positivity Officer and Culture Mindset in your Municipality:

Improved Employee Engagement

Enhanced Productivity

Stress & Burnout Reduction

Strengthened Organizational Culture

Increased Innovation

Better Public Perception

Leadership Development

Tangible ROI

Improved Service Delivery





Why Positivity Matters

- **Positivity in Legislative Teams:** Positive attitudes boost morale and set the tone for collaboration in high-pressure policy environments.
- **Productivity, collaboration, and innovation boost:** Studies show that happier teams are more innovative and productive, especially in workplaces that rely on cross-departmental collaboration.
- **Tangible benefits to public sector success:** Policies created in positive environments are better implemented, garner more buy-in, and have longer-lasting impacts.

Positivity and Productivity: The Data

- **12% more productive** (University of Warwick study): This study showed that happiness makes workers significantly more efficient, leading to increased productivity across sectors.
- According to research* by Shawn Achor, a leading expert in positive psychology, happy employees are 31% more productive than their unhappy counterparts
- **Teams with psychological safety outperform others** (Google's Project Aristotle): Google's research found that teams where members feel safe to express ideas without fear of negative consequences perform better and are more innovative.

*Source: <https://www.linkedin.com/pulse/positivity-boosts-productivity-science-behind-james-pyle/>



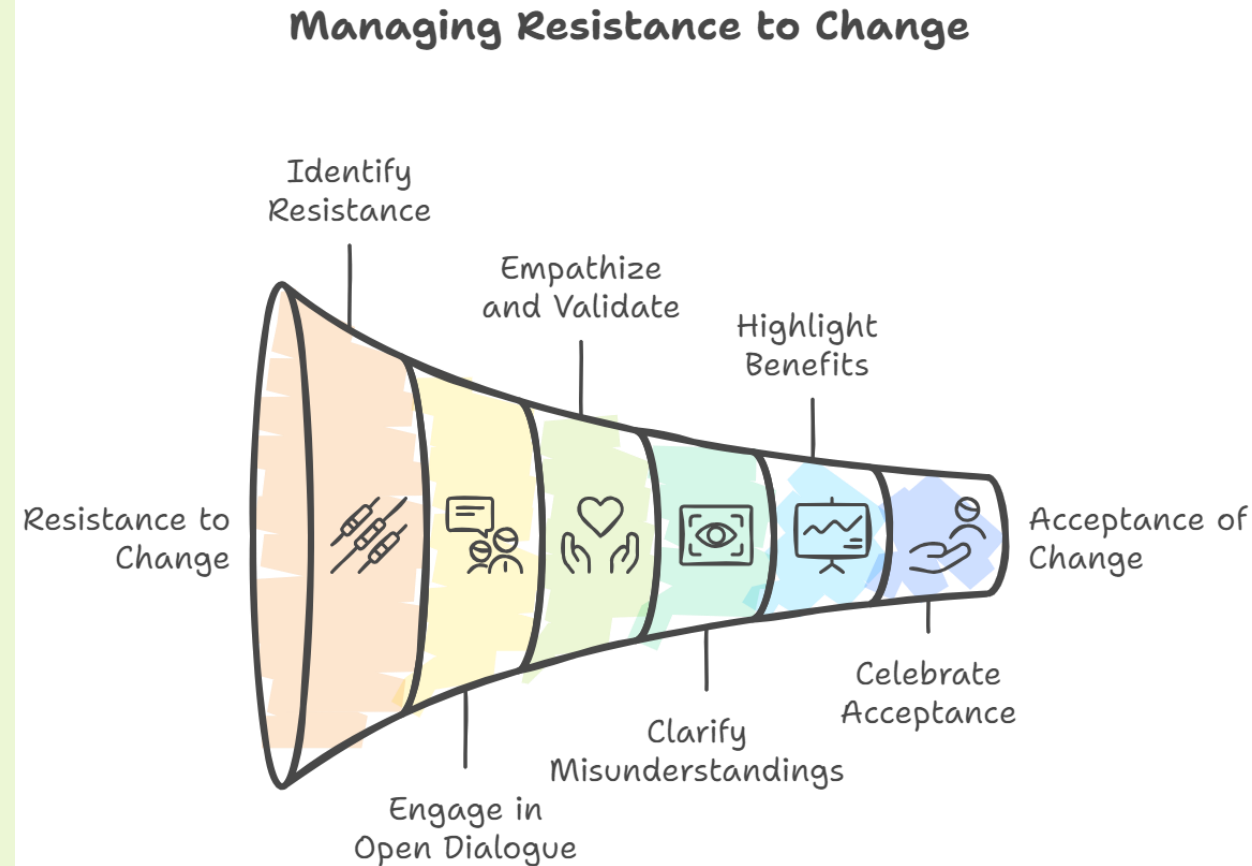
Positivity as a Tool for Resilience



- **Positive environments reduce burnout by 79%:** Employees working in positive, supportive environments report far fewer burnout symptoms, improving both their personal well-being and organizational productivity.
- **Keeps teams energized, even during tough legislative processes:** Positive work environments help staff remain motivated and resilient, even when navigating complex policies or dealing with bureaucratic challenges.
- **Build resilience through support and open communication:** Encouraging open communication and a supportive culture builds a team's ability to handle setbacks without losing momentum.

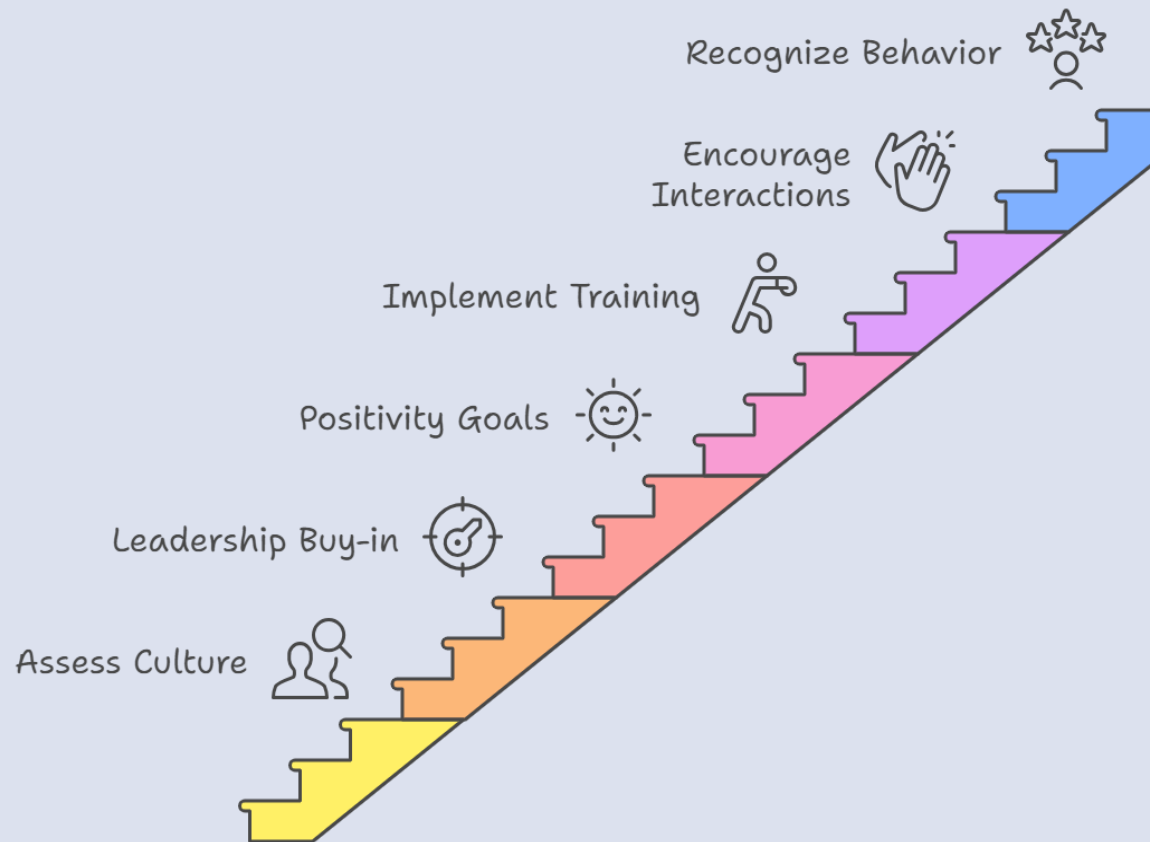
Addressing Resistance to Positivity

- **Understand the root of resistance: burnout, disillusionment:** Resistance often stems from past negative experiences or burnout. Address these root causes to build trust in positivity initiatives.
- **Recruit positivity champions in your workplace:** Having team members who naturally exude positivity helps spread a positive culture organically, turning skeptics into believers over time.
- **Start with small wins to build momentum:** Introduce small, manageable changes like peer recognition programs or wellness initiatives to build momentum before launching larger positivity programs.



Practical Steps to Embed Positivity

Steps to Foster a Positive Workplace Culture



- **Implement peer recognition programs:** Recognition programs lead to higher engagement and motivation. Positive feedback fosters a sense of appreciation and purpose.
- **Monthly wellness check-ins:** Regular check-ins ensure that employees' well-being is prioritized, reducing stress and showing that the organization cares about its people beyond just productivity.
- **Microsoft Japan's 4-day workweek model:** 40% productivity increase: By embracing a culture of well-being and work-life balance, Microsoft Japan saw significant improvements in productivity and employee satisfaction.

Leading by Example

- **Positivity starts at the top: Lead by example:** Leaders set the tone for workplace culture. If leaders practice positivity, employees are more likely to follow suit, creating a ripple effect across the organization.
- **Positive leaders set the tone for the entire team:** A leader's attitude influences the energy and engagement of their team. Positive, transparent leadership encourages openness and collaboration.
- **Influence of positive leadership on team morale and output:** Research shows that teams with positive leadership are more productive, engaged, and loyal, leading to better long-term results.



Positivity in Action: Real-World Example

- **Toronto Police Services:** Toronto Police Services (TPS), with the City of Toronto, has made significant strides in fostering a culture of inclusivity by implementing positivity programs aimed at embracing diversity and creating an equitable workplace
- **Emphasize tangible results:** Better employee retention, higher satisfaction rates, and increased innovation are just some of the measurable benefits these cities saw after implementing positivity-driven cultures.

• Source: https://www.tps.ca/media/filer_public/1a/ab/1aabe8df-9a45-4f83-ad06-72d70b5b9ca2/d00594ba-86a6-4db8-8d45-7a4a73dcd71f.pdf

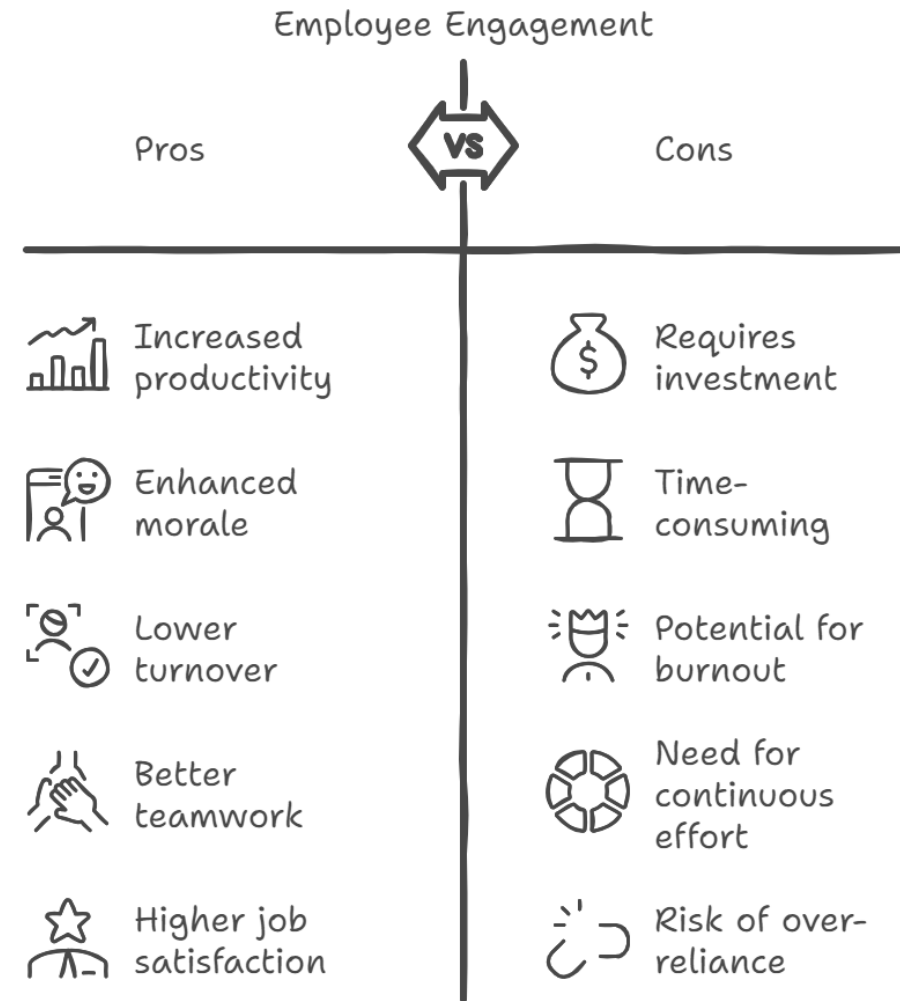


Results:

- **Increased Employee Engagement:** Employees feel more connected to their workplace, resulting in higher job satisfaction and commitment to their roles.
- **Better Public Perception:** A more inclusive workforce has helped TPS improve its reputation, with the public viewing them as a progressive and supportive employer.
- **Higher Retention and Attraction of Talent:** By promoting inclusivity, TPS has been able to attract a more diverse range of talented individuals and retain their best employees.

The ROI of a Positive Work Environment

- **Increased productivity:** Positivity drives productivity, with studies showing up to a 30% increase in performance from happier, more engaged teams.
- **Better collaboration:** A positive culture facilitates better communication and teamwork, leading to more effective legislative processes and improved policy outcomes.
- **Lower turnover:** Happy, engaged employees are far less likely to leave, saving on recruitment and training costs and building institutional knowledge over time.



Call to Action

- **Start small: Recognition, communication, support systems:** Begin by implementing small changes, like acknowledging contributions or improving internal communication, to cultivate a culture of positivity.
- **Lead by example, create champions:** Inspire positivity by modeling it in your leadership style and identifying team members who can champion the cause within their departments.
- **Embed positivity into policies and procedures:** Incorporate positive principles into the fabric of your organization, from recruitment to project management and employee engagement strategies.



Thank You

Jamie Boyle

jboyle@newmarket.ca

